THE CITY OF
**COLUMBUS**
MICHAEL B. COLEMAN, MAYOR

DEPARTMENT OF BUILDING
AND ZONING SERVICES

# Contents

## Creating an Application

There are 2 methods you can use to create an application for an inspection trip purchase. The first method applies in all circumstances, and is similar to the way permit applications are created through the Citizen Access portal. The second method only applies to permits that were purchased by the registered user online.

### Method 1: Create an application from the standard record picker

- Log into Citizen Access using your approved credentials

**Welcome to the Citizen Access Portal**

We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.

To use ALL the services we provide you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust that this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

PLEASE NOTE: No inspection can be scheduled here at this time. Thank you.

PLEASE NOTE FURTHER: To view available inspection trips, click on the "More Details" section of the permit, and expand the "Application Information" section.

**Login**

User Name or E-mail: Required only to purchase on-line permits.

Password:

Login »

☐ Remember me on this computer

I've forgotten my password
To purchase on-line permits: Register for an Account

**What would you like to do today?**
To get started, select one of the services listed below:

| Building | Engineering |
|---|---|
| Search Applications | Search Applications |

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- In the box labeled "Building", click "Create an Application"

| Home | Building | Engineering | Licenses |

**Welcome Michael Bowen**
You are now logged in.

**What would you like to do today?**
To get started, select one of the services listed below:

**Building**
Create an Application
Search Applications
Schedule an Inspection

**Engineering**
Search Applications

**Licenses**
Create an Application
Search Applications
Schedule an Inspection

- Read and check the box accepting the terms and conditions, then press continue application

**Online Application**

Welcome to Agency's Online Permitting System. Using this system you can submit and update information, pay fees, schedule inspections, track the status of your application, and print your final record all from the convenience of your home or office, 24 hours a day.

**Please "Allow Pop-ups from This Site" before proceeding.** You must accept the General Disclaimer below before beginning your application.

## On-line-Permitting

The only permit that can be purchased is an Environmental Air, Electrical or Plumbing for Residential/Repair or Replace (permits considered as Minor Limited Scope). The only individuals eligible to use on-line-permitting at this time are Heating/HVAC, Plumbing, Steam and Hot Water Heater, and Electrical contractors who are registered with the City of Columbus, registered on line through Citizen Access and Approved for this process.

☑ I have read and accepted the above terms.

Continue Application »

- Select an available license, or choose "None Applicable", and press "Continue Application"
  - o Note that all license types associated with your account are eligible to create this type of application



- Select the record type called "Purchase an Inspection Trip", then press continue application



This concludes Method 1.  Continue to "Process Application" section of this tutorial.

## Method 2:  Creating an application from Record Details

Again, this method is only available on those records that were created by your user account, and that were created using the online Citizen Access portal (typically Residential MLS permits).

- Log into Citizen Access using your approved credentials

**Welcome to the Citizen Access Portal**

We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.

To use ALL the services we provide you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust that this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

PLEASE NOTE: No inspection can be scheduled here at this time. Thank you.

PLEASE NOTE FURTHER: To view available inspection trips, click on the "More Details" section of the permit, and expand the "Application Information" section.

**Login**

User Name or E-mail: Required only to purchase on-line permits.

Password:

Login »

☐ Remember me on this computer

I've forgotten my password
To purchase on-line permits: Register for an Account

**What would you like to do today?**
To get started, select one of the services listed below:

| Building | Engineering |
| --- | --- |
| Search Applications | Search Applications |

- In the box labeled "Building", click "Search Applications"

| Home | Building | Engineering | Licenses |
| --- | --- | --- | --- |

**Welcome Michael Bowen**
You are now logged in.

**What would you like to do today?**
To get started, select one of the services listed below:

**Building**
Create an Application
Search Applications
Schedule an Inspection

**Engineering**
Search Applications

**Licenses**
Create an Application
Search Applications
Schedule an Inspection

## Purchasing an Inspection Trip Online

- Enter the permit number for which you wish to purchase an additional inspection trip, and press the "Search" button
- Click on the link of the desired permit in the results grid displayed



- Scroll to the "Record Details" section, and click the button labeled "Purchase Inspection"

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**Purchasing an Inspection Trip Online**

This concludes Method 2. Continue to "Process Application" section of this tutorial. Again, this method is only available on those records that were created by your user account, and that were created using the online Citizen Access portal (typically Residential MLS permits).

## Processing an Application

- Once your application is created, enter the desired permit for which you wish to purchase an additional inspection trip in the "Permit Number" box
  - Note, if you created the application via Method 2, the box will be auto-populated with the permit number and it is not editable
  - Also, as a feedback mechanism to ensure that you've chosen the appropriate permit number, the project address will be displayed in the "Project Address" box.  **Verify this is correct before proceeding**



- Specify the number of regular and/or after hours trips you wish to purchase in the appropriate box
  - Be aware that you must enter a whole number, and both values cannot be non-numeric or zeros

- Once those fields are completed, press "Continue Application"

- You will now see a summary screen for you to verify the information you have entered. If there are any errors, press the "Edit" button to return to the entry form. If everything looks acceptable, click "Continue Application"



- Next, you will be presented the fees due for the transaction
- Click "Continue Application"

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**Purchasing an Inspection Trip Online**

**Purchase an Inspection Trip**

| 1 Step 1 | 2 Review | 3 Pay Fees | 4 Record Issuance |

**Step 3: Pay Fees**

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

**Application Fees**

| Fees | Qty. | Amount |
|---|---|---|
| Residential Inspection | 2 | $247.50 |
| Resdential State Tax | 250 | $2.50 |

**TOTAL FEES**
Note: This does not include additional inspection fees which may be assessed later.

$250.00

Continue Application »

- On the payment options screen, ensure "Pay with Credit Card" is selected, then click "Submit Payment"

**Purchase an Inspection Trip**

| 1 Step 1 | 2 Review | 3 Pay Fees | 4 Record Issuance |

**Step 3: Pay Fees**

Please click the submit payment and you will be redirected to our payment processor. Please be patient with the processing.
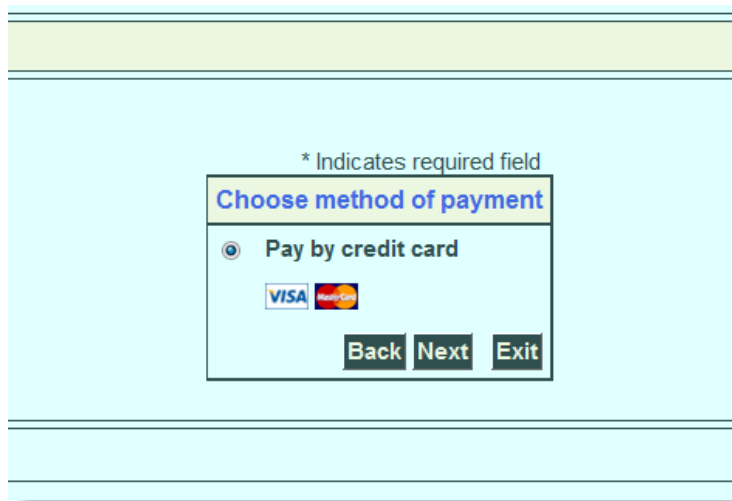
* indicates a required field.

**Payment Options**

Amount to be charged: $250.00

◉ Pay with Credit Card

Submit Payment »

- You will then be directed to our secure payment processing portal, which will look slightly different.
- In the "Choose method of Payment" box, click "Next"
  - o Be aware that we only accept VISA and MasterCard



- Complete the Billing Address and Payment Method forms with your billing and credit card information, then click "Next"

**Purchasing an Inspection Trip Online**

**Billing Address**

| | |
|---|---|
| *First Name: | Michael |
| M.I.: | |
| *Last Name: | Bowen |
| Street Line 1: | 757 Carolyn Ave |
| Street Line 2: | |
| City: | Columbus |
| State: | Ohio |
| Zip: | 43224 |
| Phone: | |
| *E-Mail: | datagroup@columbus.gov |

**Payment Details**

*Payment Amount: 250.00  USD

**Payment Method**

*Name as it Appears on Card: Michael Bowen
*Card Number:
*Expiration Date: * Month 01  * Year 2014

U E W F X

* Enter the above code:

Can't read? Try a different code.

Back  Next  Exit

- Verify that the information was entered correctly on the summary screen
- Press the "Back" button to modify or press the "Pay Now" button to complete the payment

- You will then be redirected back the Citizen Access portal
- Click the "Print/View Receipt" button to print a receipt of the transaction for your records



Congratulations!  You have successfully added available inspection trips to the permit you indicated.

It is important to remember that what was created was not a permit.  **Next, verify the trips were added successfully.  Search for the permit you specified during the transaction, and view the available trips in the Record Details section (Record Details > More Details > Application Information).**

Contact datagroup@columbus.gov with any questions or problems you encountered.